




TrackOne - Technical Guidance Bulletin
TTGB – 2006-08

TO: Regional Operators
Indianapolis Private Industry Council
Regional Coordinators

FROM: Nate Klinck
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DATE: October 19, 2006

SUBJECT: Workforce Investment Act Tier Progression Documentation
Requirements for TrackOne

Purpose

The U. S. Department of Labor issued guidance concerning Common Measures through Training and Employment Guidance Letter 17-05. In the TEGLE the Department of Labor addressed changes that significantly impact enrollment. The level of service that is provided affects enrollment which in turn affects what is entered into the screens on TrackOne. **Additionally, the phases of service delivery have changed. No longer think of service delivery in terms of core, intensive, and training-tier services. Delivery of services is now comprised of core, significant staff involvement, and follow-up services.** Basic information on the progression between phases and the documentation required to show a client's progression through the phases is outlined below.

Content

Phase I: Core

Core services are those that are made available and accessible to the general public. They are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation; and that do not require significant staff involvement with the individual in terms of resources or time.

A client who receives self-service and informational activities/services is considered to be in the Core phase.

Phase I Progression Requirement

The entry of basic demographic information and a core service in to TrackOne is sufficient to document a client's participation in the Core phase.

Phase II: Significant Staff Involvement

Significant staff involvement in a workforce setting is any assistance provided by staff beyond the informational activities described above regardless of the length of time involved in providing such assistance. Significant staff involvement includes a staff member's assessment of a participant's skills, education, or career objective in order to achieve any of the following:

- Assist participants in deciding on appropriate next steps in the search of employment, training, and related services, including job referral;
- Assist participants in assessing their personal barriers to employment; or
- Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.

A client progresses to the Significant Staff Involvement Phase when a case manager determines that he/she needs more assistance than provided in the Core Phase to be successful in finding and maintaining employment.

Following this determination, the case manager must complete the following to enroll a client in Phase II:

1. Enter the work history;
2. Complete the Application screens in TrackOne;
3. Complete the Registration/Enrollment screens in TrackOne;
4. Enter the 1st Intensive Service Record.

Phase II Progression Requirements

Progression to Phase II will be documented by the completion of the screens as outlined above and the completion of a case note supporting the information entered in to TrackOne with the reasons the client requires significant staff involvement.

Case managers are encouraged to write detailed and thorough case notes to describe why the client needs significant staff involvement in order to obtain employment.

Phase III: Follow-Up

A client progresses to the Follow-Up phase after the case manager determines that the client has satisfactorily completed the objectives of the Individual Service Strategy/Individual Employment Plan (ISS/IEP).

The Follow-Up phase is designed to support the client in the immediate future following the last date of program funded service.

Phase III Progression Requirements

Progression to Phase III is documented when the case manager completes the Exit Screens in TrackOne.

Case managers should include a case note to support the information in the Exit Screens and to summarize the client's progress in completing the objectives of the ISS/IEP.

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TrackOne Technical Guidance Bulletin TTGB Number	Subject Matter
2006-01	Youth Testing Requirements (Out-of-School)
2006-02	TrackOne Password Removal Procedure
2006-03	Allowing Log on Capabilities for Case Managers Providing Services at Multiple Locations within One Region
2006-04	Case Management System Usage
2006-05	Data Correction Protocol
2006-06	Clarifications and Additions to TTGB 2006-04 Entitled "Case Management System Usage"
2006-07	New Enrollments into TrackOne
2006-08	WIA Tier Progression Documentation Requirements for TrackOne